



LER PROPERTY MANAGEMENT

How to submit Maintenance Requests

We are dedicated to ensuring all your maintenance requests are handled right and in a timely manner. We are using the technology called Appfolio to track and complete all your maintenance requests. This technology gives our technicians live access to your immediate needs, allowing us to handle your requests quickly and correctly the first time. See below:

- Please create an Appfolio account. You will receive an activation link that you must activate within 24 hours of signing the lease. Download the app seen below:
Android: <https://play.google.com/store/apps/details>
iPhone: <https://apps.apple.com/us/app>
- Please submit your maintenance request right when you notice an issue in Appfolio. This will avoid further damage and ensure our technicians can fix in a timely manner. You will receive a call from one of our Team Members to schedule the repair. Remember, the quicker you report the issue, the quicker we can fix your issues. We want you to enjoy where you live. **See below directions on how to submit in Appfolio:**
 - Open your online portal on your phone or desktop
 - Click on the maintenance tab on the left-hand side. •
 - Click request maintenance. •
 - Fill in as many details as possible about the issue –The more details we have the better our ability to send the right technician to fix your issue right away
 - Please include pictures/video of the issue
 - Click submit request
- If you do not have access to a smart phone or computer please call the office ASAP report your issue. If you receive voicemail, please leave a detailed message and we will get back to you.